

From: Director-DWP, Program (DEP)
Sent: Friday, October 10, 2014 9:14 AM
Subject: Auto Dialer, Lab Proficiency tests, SDWA Annual report

- 1) The MassDEP Laboratory Certification and Quality Assurance Office has revised the **Proficiency Test Policies for Microbiology and Chemistry**. Proficiency tests are part of what is evaluated to determine a laboratory's capability to obtain or maintain certification for the analysis of potable water and non-potable water. To read these new policies please go to MassDEP's website at:
<http://www.mass.gov/eea/docs/dep/water/laws/a-thru-h/chem.pdf>
- 2) The Safe Drinking Water Act (SDWA) **Assessment Program 2014 Annual Report** is available to read at:
<http://www.mass.gov/eea/agencies/massdep/water/drinking/water-systems-ops.html#29>.
- 3) Auto Dialer Information See letter below.

August 12, 2014

Dear Public Water System;

Over the next few months MassDEP Drinking Water Program will be initiating the use of an **Auto Dialer**. The Auto Dialer is a communication tool funded by the US EPA. Its use is intended to assist the Drinking Water Program and public water suppliers with compliance support for Safe Drinking Water Act programs.

The Drinking Water Program is in the process of collecting information to determine the best use of the Auto Dialer and the preferred contact method. Notifications sent by the Auto Dialer are in addition to MassDEP's PDirector email notifications and the MA Health and Homeland Alert Network (HHAN).

- What is an Auto Dialer?

An Auto Dialer is an electronic communication device that automatically sends notifications over the telephone via phone calls or text messages. When sent as a phone call that is not picked up, the Auto Dialer will leave a pre-recorded message on the recipient's voice mail/answering machines.

- How will the Auto Dialer help?

The Auto Dialer will enable MassDEP to distribute important notifications quickly. This will benefit public water suppliers who should be made aware of a situation and must take an action or otherwise respond in a timely manner.

- How does MassDEP plan to use the Auto Dialer?

The Auto Dialer will be used to support emergency situation notifications. The Drinking Water Program may also use the Auto Dialer to notify public water suppliers of compliance due dates, drinking water supply events, workshops and other opportunities identified by the results of this survey.

Thank you for your input with this important compliance assistance survey. **Please return the enclosed registration and survey form by September 30, 2014.** If you have any questions about the survey please contact me at program.director-dwp@state.ma.us or Tio Yano at 617-292-5843.

Sincerely,



Yvette DePeiza
Program Director
BPP Drinking Water Program



DRINKING WATER PROGRAM AUTO DIALER REGISTRATION FORM

This registration form can be downloaded from MassDEP's website;
<http://www.mass.gov/eea/agencies/massdep/water/drinking/water-systems-ops.html#23>.

City/Town: _____

Public Water System Name: _____

PWS ID# _____

NOTIFICATION TYPE	CONTACT PERSON (Indicate whether the PWS, Certified Operator, or both parties, should be notified)	CONTACT METHOD (Only provide information for the contact method you are interested in)
EMERGENCIES	<input type="checkbox"/> PWS	Phone #:
		Mobile Phone #:
		Carrier/Provider: (e.g. Verizon, AT&T, etc)
	<input type="checkbox"/> Certified Operator	Email Address:
		Phone #:
		Mobile Phone #:
SAMPLING SCHEDULES & MONITORING REMINDERS (VOC'S, SOC'S, INORGANICS, etc.)	<input type="checkbox"/> PWS	Carrier/Provider: (e.g. Verizon, AT&T, etc)
		Email Address:
		Phone #:
	<input type="checkbox"/> Certified Operator	Mobile Phone #:
		Carrier/Provider: (e.g. Verizon, AT&T, etc)
		Email Address:

Please return the completed registration form by September 30, 2014:

By email:

program.director-dwp@state.ma.us; Subject: Auto Dialer Registration or

By post:

MA Department of Environmental Protection
Drinking Water Program-5th Floor
One Winter Street, Boston, MA 02108
Attn: Tio Yano

Note: To update information on this registration form, you can download the form from the MassDEP website

<http://www.mass.gov/eea/agencies/massdep/water/drinking/water-systems-ops.html#23>.



**DRINKING WATER PROGRAM
AUTO DIALER SURVEY**

This survey can be downloaded from MassDEP's website;

<http://www.mass.gov/eea/agencies/massdep/water/drinking/water-systems-ops.html#23>.

City/Town: _____

Public Water System Name: _____

PWS ID# _____

If you have any suggestions for additional notifications you'd like to receive via the Auto Dialer please provide them below. We will consider all suggestions and may implement these notifications in the future.

SUGGESTED NOTIFICATION	PWS/CERT OPERATOR (Indicate whether the PWS, Certified Operator, or both parties, should be notified)
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> PWS <input type="checkbox"/> Certified Operator
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> PWS <input type="checkbox"/> Certified Operator

<hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> PWS <input type="checkbox"/> Certified Operator
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